SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

The FAMILIES FIRST Program

Presented to
2008 Joint Services/Agency/Worldwide ERC Relocation Training Conference

May 5 – 9, 2008

Agenda

- Purpose
- Why Change?
- Way Ahead with Families First
  - Phase I – CWA, Electronic Billing, CSS
  - Phase II – Best Value, Web Counseling
  - Phase III – DPM and NTS
- Full Replacement Value
- DPS Timelines and Capabilities Schedule

Purpose

- **Why Change?**
- **Update on the DoD Household Goods program – "Families First"**

Military Relocation Soldier's Perspective

- First move (new to the process)
- Anxiety of another move…
  - How long will I have to wait…
  - Strangers in my house…
  - Language barriers
  - How much damage will I suffer (dreading claims process)
- Will I be there or my spouse alone?
- What to do before and after?
- What are the movers required to do?

Why Change?

- **Multiple military moves during a career creates considerable stress for military families…**
- **Focus on “Quality of Life Programs” to retain our volunteer force**
  - **Feedback from service members that moving was impediment…**
- **Transform low rate bid program to one focused on performance from the military member perspective**

Why Change? (cont'd)

- **Personal property legacy applications becoming unsupportable**
  - **Time to develop web based application**
  - **Provide single, intuitive, web-based, end-to-end solution and interface**
  - **Improve visibility of personal property shipment**

Way Ahead with Families First
Phase I Features

- **Central Web Application (CWA) and Powertrack**
  - **Electronic Billing and Payment process began in March 2004**
  - **Enhanced payment process to TSP for services rendered**
  - **Pre and Post payment audit process**
- **Interim Customer Satisfaction Survey (ICSS)**
  - **ICSS Web Tool deployed in Jun 04**

Way Ahead with Families First
Phase I Features (cont'd)

- **Electronic Billing and Payment process began in March 2004**
- **As of 27 Mar 08:**
  - **Number of shipments booked: 607,552**
  - **Number of invoices paid: 1,559,282**
  - **Total dollars to TSP: $2.68B**
  - **Average payment time: 5.07 days**

Way Ahead with Families First Customer Satisfaction Survey (CSS)

- System Response Center Enabled to Handle Inbound Calls to Complete Surveys as of 15 Nov 07
- Updated the 7, 14, and 21 Day CSS Reminder Emails
  - Added instructions on workarounds to system errors
  - Included instructions to contact the System Response Center to complete the survey if unable to do so online
- Created CSS Poster with Distribution Plan

CSS Response Rate Now 18%

  - Mailed more than 270 posters to installations

Way Ahead with Families First
Phase II Features

- **Majority of program to be implemented FY08**
- **Full Replacement Value (mandated by Congress)**
  - **International – 1 Oct 07**
  - **Domestic – 1 Nov 07**
  - **DPM & NTS – 1 Mar 08**
- **Best Value Distribution**
- **Web Counseling**
- **Direct Claims Settlement Between Customer and TSP**

Way Ahead with Families First Phase III Features

- **Families First will expand to include additional shipment types beginning in FY09**
- **Shipment types to be added include:**
  - **Direct Procurement Method (DPM)**
  - **Non-Temporary Storage (NTS)**
  - **Local Moves**

Full Replacement Value (FRV) History

- **Full Replacement Value Act of 2003 was passed on November 26, 2003**
  - **Allows inclusion of FRV in contracts with Transportation Service Providers (TSP)**
  - **Allows immediate inclusion of FRV into the SDDC Personal Property Program to coincide with the roll out of DPS**
- **National Defense Authorization Act for FY 2007**
  - **Mandatory requirements for TSP and contractor community to provide FRV coverage to all customers of the DOD Personal Property Program**

FRV Current Program Implementation Timeline

- **International Winter 2007 (IW07) Rate Cycle**
  - **Shall include the cost of providing FRV coverage for all shipments picked up on or after 1 October 2007**
- **Domestic Household Goods (dHHG) program Winter 2007 (DW07) Rate Cycle**
  - **All rates shall include the cost of providing FRV coverage for all shipments picked up on or after 1 November 2007**
- **Intra-Theater Tender (ITT) program**
  - **All rates effective on or after 1 March 2008 shall include FRV coverage**

FRV Current Program Implementation Timeline

- **Non-Temporary Storage (NTS) program**
  - **Shipments awarded with a date on or after 1 March 2008 shall include FRV coverage**
- **Direct Procurement Method (DPM)**
  - **Contracts will be amended to require the provision of FRV**

Previous Liability Limit and Procedure

- **TSP only liable for depreciated value, $ 1.25 per pound**
- **DoD Customer must file claim with the Military Claims Office (MCO)**

Overview of FRV in the Current Program

- To be eligible, owner or DoD military member can file claim directly with TSP
- Statue of Limitations: 2 years from delivery
- FRV if claim is submitted within 9 months of delivery
- Depreciated replacement value if claim filed after 9 months
- War of armed conflict in which United States is involved may extend:
  - 9-month filing period, if good cause for failure to file exists
  - 2-year status of limitations, if good cause of failure to file also exists

Liability Limits for Loss or Damage

- **TSP Liability to the owner of DoD military member**
  - **For loss or damage occurred while the personal property is in the custody of the TSP or its contractor**
  - **Claim is filed directly with the TSP within 9 months of delivery**
    - **Maximum liability on all shipments will be the greater of:**
      - **$5,000 per shipment, or**
      - **$4.00 times net weight of the HHG or gross weight of the UB shipment, in pounds, not to exceed $50,000.**
  - **Claims filed after 9 months and within 2 years of delivery**

DPS Timelines

- **DPS Program Full Operational Capability (FOC) (Families First Phase II FOC) Scheduled for 30 Sep 08**

- **DPS to Field Families First Non-Temporary Storage (NTS) and Direct Procurement Moves (DPM) by 30 Nov 08**

- **Decommission the Transportation Operational Personal Property Standard System (TOPS) in FY09**

DPS Capabilities Schedule

- **DPS Initial Deployment Will Include 18 Sites**
- **Remaining Sites Will Have Access to DPS**
  - **Use of DPS at these sites is dependent on Services and PPSO elective scheduling**
- **All Sites Worldwide Will Use DPS NLT 30 Sep 08**
- **DPS Training Will Be Provided Prior to Peak Season for both CONUS and OCONUS Site Personnel**

Conclusion

- **Families First represents a best value for DoD, Service members, and civilians**

- **Thank you for your service to our country !!!!**

Questions?